



MANCHESTER  
CITY COUNCIL

# Human Resources and Organisation Development

June 2021

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# This is our **Mission**

- We develop the Council to be high performing so we can deliver great services for our city.
- We nurture **equality, diversity and talent at all levels**. Our workforce should reflect our communities.
- We make sure that **everyone can thrive** and give their best at work. We recognise their pride and passion.
- Working in partnership, we innovate to speed up **workforce change for the future**
- **We spot issues early** and work with managers to stop them from escalating. We are always efficient and effective in how we work.

# And these are our **Strategic Objectives:**

Develop and implement a comprehensive **organisation development plan** that is owned by leaders in the city council



Make the city council **representative of the communities** that we serve.

We make sure that **develop and implement partnership arrangements** to get ever greater value from our respective workforces



**Develop our existing workforce**, including targeted development, so that fair representation at all levels is achieved.



Support and develop **managers skills and confidence** so that they manage their people really well. Where this doesn't happen, take steps to remedy.



Make sure that employees and managers, and representatives, are **fully engaged in decisions** that affect them, and that they report increased levels of positivity, pride and passion in measures.



**Use data effectively** to spot issues early, develop measurable strategies to address, share learning and ensure consistency.



Implement **best in class systems and processes** so that we are able to be efficient and effective and to have meaningful data on which to base decisions.



# How does the operating model work?

## Expert advice

Casework, Learning and Development, restructures

## Customer services

HROD transactions  
Answering enquiries and being the front door

## Leadership

Responding to and leading changes  
Special projects

## Business Partners

Freed from day to day enquiries and able to be a bit more of the strategic partner

## Centres of excellence

Small teams driving improvements where needed eg policy, strategy and change, talent and diversity